Presenteeism Made Easy: Understanding Its Utility in Working Populations

by
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- **Health risk appraisals (HRAs)**
- **Targeted high-risk and at-risk telephonic coaching**
- **Custom and "turn-key" population health management (PHM) programs**
- **Consumer health training and coaching**
- **Consultation/services in Health and Productivity Management (HPM)**

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Introducing….

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Agenda

- **Presenteeism and its role in work productivity**
- **Measurement of presenteeism**
- **Planning your survey approach**
- **Mapping out your interventions**
- **Monitoring your effectiveness**

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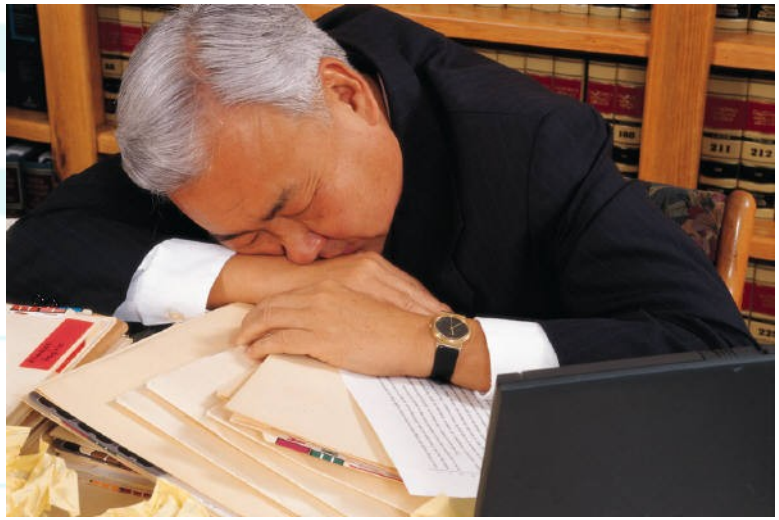
The Practical Side of Presenteeism

- **“Boy am I tired.”**
- **“I am so stressed out.”**
- **“My allergies are driving me crazy.”**
- **“I am so sore I can hardly move.”**
- **“My head is killing me.”**
- **“One more meeting and I am going to lose it.”**
- **“I’m having migraines again.”**
- **“I’m beat.”**



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Definition of Presenteeism

“The measurable extent to which health symptoms, conditions and diseases adversely affect the work productivity of individuals who choose to remain at work.”

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Implications of Definition

- **An emphasis on the measurable nature of presenteeism.**
- **A defining focus on health symptoms, conditions and diseases.**
- **An underlying assumption that people will always come to work when they have symptoms, diseases or conditions.**
- **A reliance on preventive (first) and palliative (second) strategies.**
- **A recognition that presenteeism can be observed or measured without requiring interventions to improve it.**

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Presenteeism "Myths"

#1 Presenteeism is not significant. ▼ **False**

#2 Only a few employees are effected by it. ▼ **False**

#3 Presenteeism is impossible to measure. ▼ **False**

#4 Presenteeism is impossible to change. ▼ **False**

#5 Presenteeism is only of concern to large companies. ▼ **False**

#6 Presenteeism is largely a "white collar" phenomenon. ▼ **False**

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Definition of HPM

Health and Productivity Management

"The integrated management of health risks, chronic illness, and disability to reduce employees' total health-related costs including direct medical expenditures, unnecessary absence from work, and lost performance at work (i.e., presenteeism).”

-IHPM

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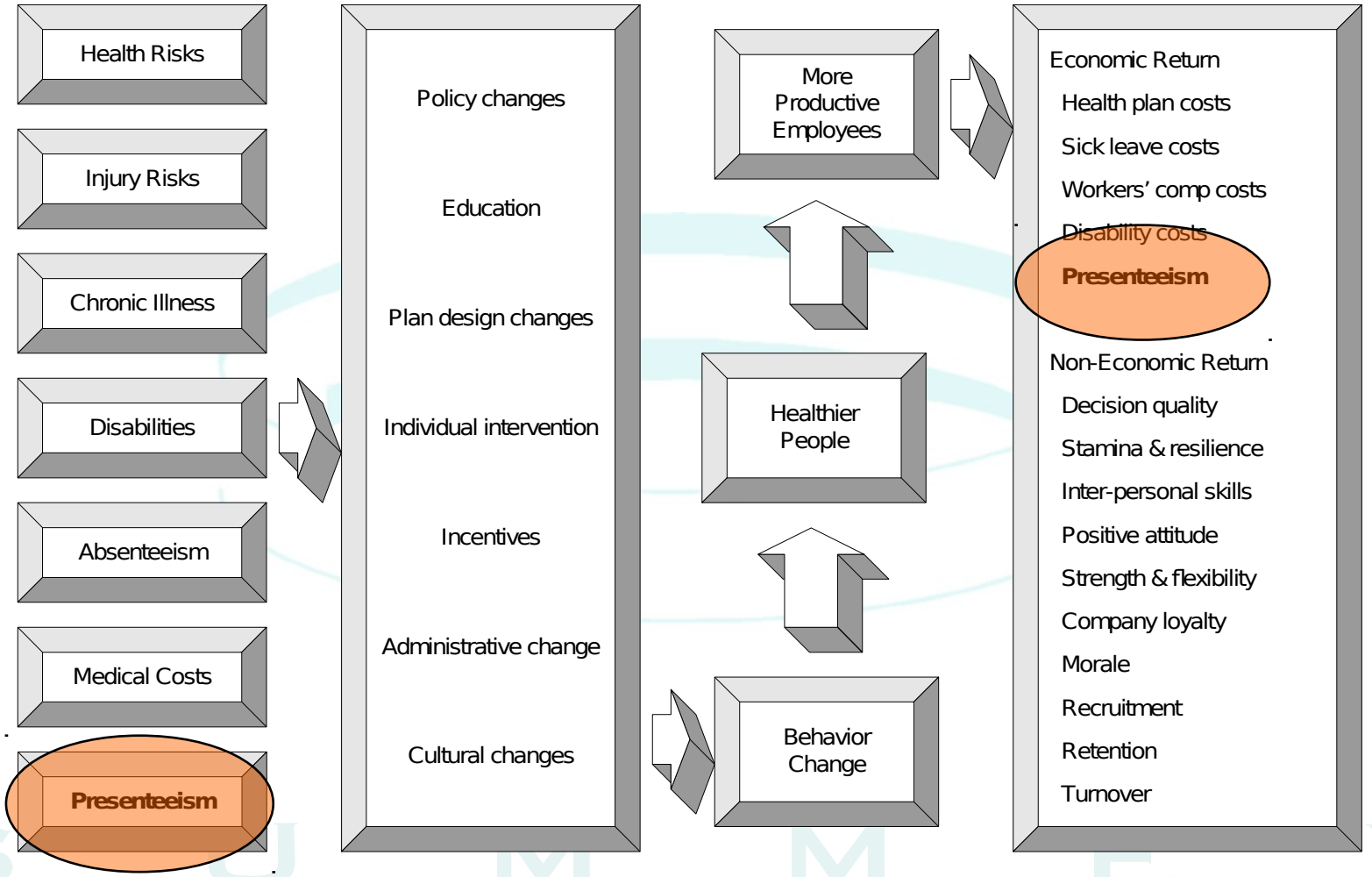
HPM Framework



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Cost of Presenteeism

Condition	Rank	Total Cost Using Average Presenteeism Estimate Per Employee Per Year	Percent of Total Expenditures Due to Presenteeism
Hypertension	1	$392.31	9%
Heart disease	2	$368.34	0%
Depression/sadness and mental illness	3	$348.04	27%
Arthritis	4	$326.88	35%
Allergies	5	$271.04	55%
Diabetes	6	$256.91	16%
Migraine/headache	7	$213.78	49%
Any cancer	8	$144.01	6%
Respiratory infections	9	$133.84	3%
Asthma	10	$99.55	35%

Source: Goetzel RZ, et.al. (2004) Health, absence, disability, and presenteeism cost estimates of certain physical and mental health conditions affecting U.S. employers. J Occup Environ Med. Apr;46(4):398-412.

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Why Presenteeism is Growing

1. **Increased aging in the U.S. work force**
2. **Greater awareness of the problem of productivity loss**
3. **Improvements in the measurement methodology for “presenteeism”**
4. **Increased pharmaceutical industry interest and support**
5. **Growing competitive pressures in many market sectors**
6. **Logical out-growth of worksite health promotion programming**

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Presenteeism in Health Promotion

- ✓ **As a measurement point in assessing the needs of an employee population.**
- ✓ **As a consideration in setting programming priorities.**
- ✓ **As a consideration in the design of specific program interventions.**
- ✓ **As an economic rationale for supporting initial or expanded programming efforts.**
- ✓ **As an evaluation point for assessing the health effects and economic return associated with programming.**
- ✓ **As a reference point in bringing about improved integration among the various efforts to improve the health of a working population.**
- ✓ **As a reference point for increasing the comprehensiveness of present programming efforts.**

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Presenteeism Measurement in WHP

- **Specialized periodic ad hoc survey**
- **Part of regular annual program evaluation survey**
- **Part of annual HRA**
- **Part of benefits selection/choice process**
- **Paper or web**

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Sample Survey Question

3. In the past 2 weeks, how much of the time did your physical health or emotional problems make difficult for you to concentrate on your work?

(*Mark one box.*)

Difficult all of the time (100%)	☐ 1
Difficult most of the time	☐ 2
Difficult some of the time (about 50%)	☐ 3
Difficult a slight bit of the time	☐ 4
Difficult none of the time (0%)	☐ 5
Does not apply to my job	☐ 6

Work Limitations Questionnaire, © 1998, The Health Institute; Debra Lerner, Ph.D.; Benjamin Amick III, Ph.D.; and GlaxoWellcome, Inc.

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Sample Survey Question

Stanford Presenteeism Scale+
(SPS-6)

Directions: Please describe your work experiences **in the past month**. These experiences may be affected by many environmental as well as personal factors, and may change from time to time. For each of the following statements, please check one of the following responses to show your agreement or disagreement with this statement in describing *your* work experiences **in the past month**.

Please use the following scale:

. . . I strongly disagree with the statement
. . . I somewhat disagree with the statement
. . . I am uncertain about my agreement with the statement
. . . I somewhat agree with the statement
. . . I strongly agree with the statement

	Strongly disagree	Somewhat disagree	Uncertain	Somewhat agree	Strongly agree
1. Because of my (health problem)*, the stresses of my job were much harder to handle.	[ ]	[ ]	[ ]	[ ]	[ ]
2. Despite having my (health problem)*, I was able to finish hard tasks in my work.	[ ]	[ ]	[ ]	[ ]	[ ]
3. My (health problem)* distracted me from taking pleasure in my work.	[ ]	[ ]	[ ]	[ ]	[ ]
4. I felt hopeless about finishing certain work tasks, due to my (health problem)*.	[ ]	[ ]	[ ]	[ ]	[ ]
5. At work, I was able to focus on achieving my goals despite my (health problem)*.	[ ]	[ ]	[ ]	[ ]	[ ]
6. Despite having my (health problem)*, I felt energetic enough to complete all my work.	[ ]	[ ]	[ ]	[ ]	[ ]

** Note that the words 'back pain,' 'cardiovascular problem,' 'illness,' 'stomach problem,' or other similar descriptors can be substituted for the words 'health problem' in any of these items.*

+The Stanford Presenteeism Scale (SPS-6; 2001 version) is jointly owned by Merck & Co., Inc., and Stanford University School of Medicine.

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Sample Survey Question

9. <u>During the past year</u>, did you experience ASTHMA and related symptoms, such as shortness of breath, wheezing, coughing, and tightness in your chest? ▯ Yes ▯ No

A. <u>During this past year</u>, estimate the total numbers of DAYS you experienced ASTHMA and related symptoms…… _____ Days

B. <u>During a typical 8-hour workday</u>, estimate the total HOURS you were UNPRODUCTIVE because of ASTHMA and related symptoms. (Explanation)……_____ HOURS

C. During the past year, estimate the total DAYS you Missed FROM WORK because of ASTHMA and related symptoms. …… _____ DAYS

Source: Work Productivity Short Inventory (WPSI)

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Presenteeism Instruments

Number	Name of Survey Instrument	Question Sets	Comments
1	American Productivity Audit (APA)	46 questions via phone survey with some variability	Measures absenteeism and presenteeism
2	Angina-Related Limitations at Work Questionnaire (ALWQ)	17 item questionnaire using Likert scale	Captures absenteeism and presenteeism
3	Endicott Work Productivity Scale (EWPS)	25 item self-scored questionnaire	Captures absenteeism and presenteeism
4*	Health and Labor Questionnaire (HLQ)	7 presenteeism questions plus 3 additional domains	Measures absenteeism, presenteeism, unpaid production and work impediments
5	Health and Work Questionnaire (HWQ)	27 questions in 6 sub-scales	Measures absenteeism, presenteeism and work performance
6*	Health and Work Performance Questionnaire (WHO)	88 questions	Captures absenteeism and presenteeism and critical event information
7*	Migraine Work and Productivity Loss Questionnaire (MWPLQ)	23 questions	Captures absenteeism and presenteeism

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Presenteeism Instruments

Number	Name of Survey Instrument	Question Sets	Comments
9	**Standard Presenteeism Scale (SPS)**	6 questions using a Likert scale	Captures presenteeism
10	Unnamed Hepatitis Instrument (UHI)	3 questions	Captures absenteeism and presenteeism
11	**Work Limitations Questionnaire (WLQ)**	25 questions	Captures presenteeism
12*	Work Productivity and Activity Impairment Questionnaire (WPAIQ)	6 questions	Captures absenteeism and presenteeism
13*	**Work Productivity Short Inventory (WPSI)**	66 questions at maximum	Captures absenteeism and presenteeism and care giver demands
14*	Worker Productivity Index (WPI)	Directly measures computer activity of customer service staff	Captures absenteeism and presenteeism

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Common Presenteeism Conditions

Anxiety	Fibromyalgia	Other chronic pain
Arthritis	Hay fever	Panic attack
Bladder problems	Heartburn	Psoriasis
Chills	High blood pressure	Reflux disease
Chronic back pain	High cholesterol	Restlessness
Chronic fatigue	Hopelessness	Rheumatism
Chronic neck pain	Hypertension	Runny nose
Chronic obstructive pulmonary disease	Indigestion	Seasonal allergies
Congestive heart failure	Irritable bowel syndrome	Skin cancer
Constipation	Low energy	Sleep disorders
Coronary heart disease	Migraine headaches	Sore throat
Cough	Muscle soreness	Stomach ulcer
Depression	Nausea	Substance abuse
Diabetes	Nervousness	Tension headaches
Diarrhea	Obesity	Urinary problems
Fever	Osteoporosis	Vertigo
	Other cancer	Watery eyes

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Possible Program Interventions

1. **Place presenteeism questions into Health Risk Assessment (HRA) instruments**
2. **Based on the symptoms and chronic conditions identified in the HRA provide an individualized self-care guide**
3. **Use the presenteeism-related data from the HRA to plan interventions for sub-groups**
4. **Include presenteeism issues in health communications activity**
5. **Include typical presenteeism conditions in medical self-care and consumerism training**
6. **For the most costly conditions provide some targeted intervention strategies**

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Possible Program Interventions

7. **Provide incentives for improved presenteeism**
8. **Provide self-help and self-care options for the individual who has selected conditions at work**
9. **Consider using a Health Savings Account (HSA) as part of a Consumer Driven Health Plan that allows a much broader set of prevention services to be covered**
10. **Establish a cultural norm that improve presenteeism**
11. **Measure presenteeism pre and post as part of program evaluation**

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Specific Interventions

Rank	Condition	Possible Intervention
#1	Depression/sadness and mental illness	HRA and telephonic follow-up, referral to EAP, OHS counseling and prescribing, OMH coverage
#2	Arthritis	HRA and telephonic follow-up, NSAIDs, ergonomics, stretch breaks and warm-ups
#3	Allergies	HRA and telephonic follow-up, OTC medications, nasal sprays, sensitivity studies
#4	Migraine/headache	HRA and telephonic follow-up, referral to EAP, OHS counseling and prescribing, OMH coverage,

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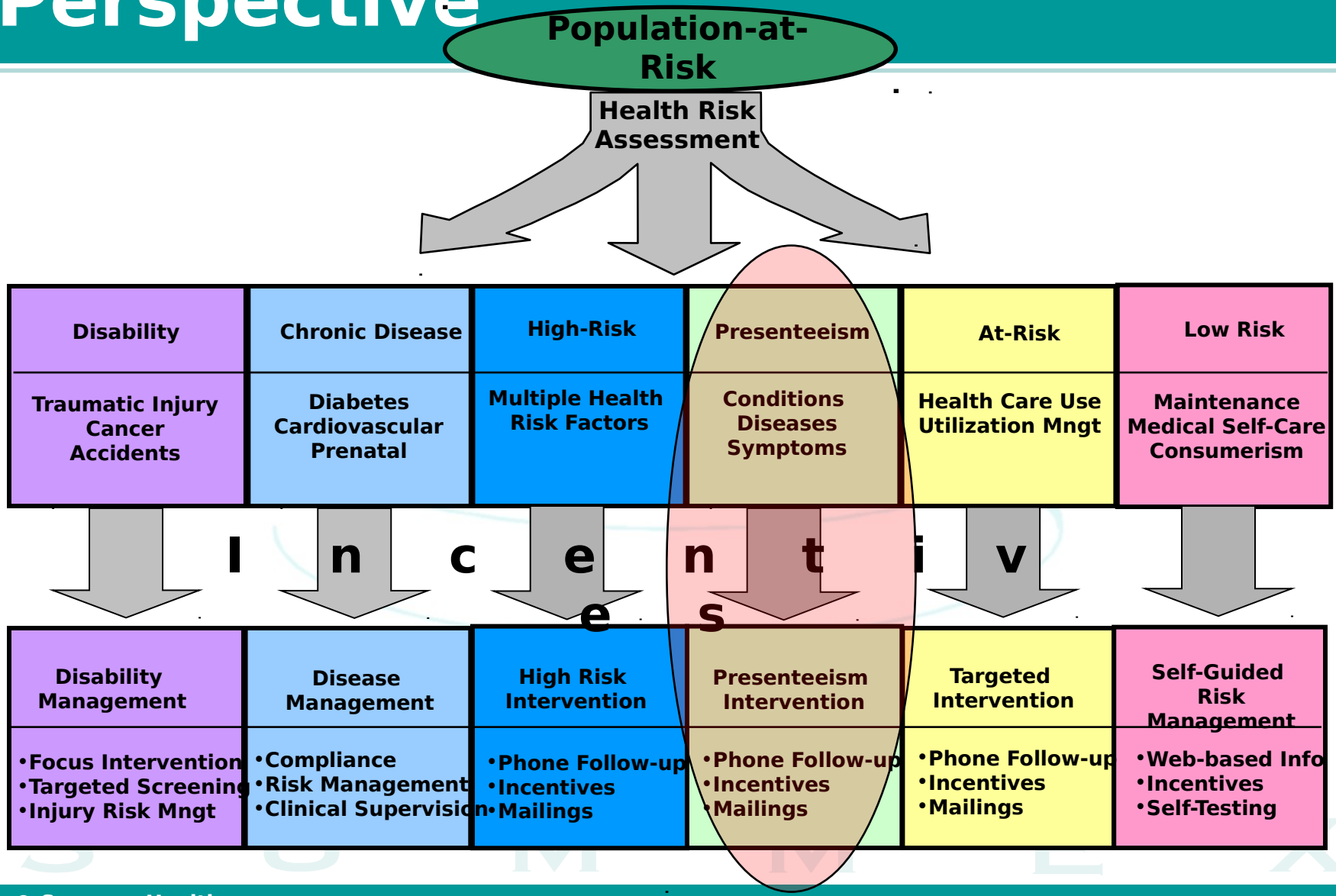
A Strategic and Tactical Perspective



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Summary of Key Points

- **Presenteeism involves productivity losses due to health issues.**
- **The definition of presenteeism has many important implications for researchers and practitioners.**
- **Presenteeism is an important component of HPM.**
- **The cost of presenteeism is significant and difficult to determine.**
- **There are a number of reasons why presenteeism will likely grow in importance to employers.**
- **There are a number of possible interventions that can be added to a worksite health promotion program to address presenteeism.**
- **Rational approaches to risk stratification will be the ultimate approach to deal with presenteeism in the future.**

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Questions?

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Date	Topic
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Remember, CDs are available for……

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#5	HSAs: Maximum value
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#7	Getting the Most Out of Telephone Coaching
#8	Getting the Most Out of Incentives
#9	HPM Series: Persuasive Rationale for CEO
#10	HPM Series: Implementation Strategies
#11	HPM Series: Evaluation and Metric Strategies
#12	What CFOs Need to Know About Wellness
#13	Managing the Demand for Health Care
#14	Best Practices: Educational Interventions
#15	Best Practices: Plan Design Modifications
#16	Latest Evidence for the ROI of Worksite Wellness Programs: What Program Strategies Work the Best?
#17	Preparing Your Work Force for the Coming Age of Healthcare Consumerism
#18	Risk stratification Strategies

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Thanks for Your Participation

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